PHARMACY TECHNICIAN

4 3 2 1 N

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1. Introduction to Pharmacy Technology

- 1.1 Identify the roles and responsibilities of the Pharmacy Technician in various health care settings:
 - a. hospitals

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- b. home health care
- c. long-term care
- d. community pharmacies
- 1.2 Identify the roles and responsibilities of other team members in the field of pharmacy
- 1.3 Identify the educational requirements and certifications for Pharmacy Technicians
- 1.4 Identify employment opportunities for Pharmacy Technicians
- 1.5 Identify and list the functions of the professional organizations
- 1.6 Identify various locations where Pharmacy Technicians may be employed
- 1.7 Follow a chain of command
- 1.8 Practice professional work habits
- 1.9 Comply with state regulations for occupational area
- 1.10 Locate OSHA poster(s) and MSDS(s) at the clinical site
- 1.11 Identify OSHA regulations that pertain to clinical site
- 1.12 Identify biohazard labels
- 1.13 Identify different departments at the clinical site
- 1.14 Apply ethical standards in the occupational area
- 1.15 Apply legal standards in the occupational area
- 1.16 Demonstrate confidentiality int the occupational area
- 1.17 Demonstrate various public relations and marketing techniques
- 1.18 Identify, define and use terminology specific to the occupation

2. Communication

- 2.1 Greet customers properly
- 2.2 Use proper telephone techniques to place, receive and document phone calls
- 2.3 Demonstrate special techniques used for communicating with:
 - a. pediatric clients
 - b. geriatric clients
 - c. clients who are visually impaired
 - d. clients who are hearing-impaired
 - e. clients who are speech-impaired
- 2.4 Assist customers in locating needs with the community pharmacy
- 2.5 Obtain information needed from initial customer contact

3. Safety and Legal Considerations

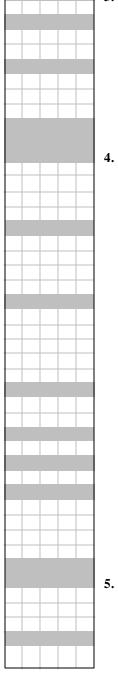
- 3.1 Describe the steps a pharmacy technician should take in the event of a medication error and the potential liabilities
- 3.2 Define professional liability insurance coverage
- 3.3 Describe procedures followed to avoid contamination of pharmaceuticals and the possible spread of infection
- 3.4 Identify medical emergencies
- 3.5 Respond to medical emergencies as appropriate
- 3.6 Locate emergency equipment at the pharmacy clinical site

4. Pharmaceuticals

- 4.1 Define a drug
- 4.2 Locate drugs in the pharmacy stock
- 4.3 Identify drug classifications
- 4.4 Differentiate between over-the-counter drugs and prescription drugs
- 4.5 Distinguish between generic drugs and brand-name drugs
- 4.6 List the various dosage routes for drugs
- 4.7 Explain the importance of dosing time intervals
- 4.8 Differentiate between dosage forms and their advantages and disadvantages
- 4.9 Identify terms related to patient response to drugs
- 4.10 List the main dangers of drug-drug interactions
- 4.11 Describe therapeutic drug level monitoring
- 4.12 Identify and use abbreviations correctly
- 4.13 Convert quantities between apothecary, metric and house hold measurement units
- 4.14 Calculate safe dosages for infants and children
- 4.15 Calculate dosages for individual patients given the patient's weight and/or height and the recommended dosage
- 4.16 Perform calculations necessary for the infusion of IV medications
- 4.17 Describe what is meant by "extemporaneous compounding" and give examples of when it may be used
- 4.18 Define the technician's role in parenteral admixture services
- 4.19 Use measuring devices
- 4.20 Use various medical reference books in the pharmacy
- 4.21 Define the hospital formulary system

5. Prescription Processing

- 5.1 Interpret a medication order accurately
- 5.2 Process information for new prescriptions
- 5.3 List the information that is included in a complete prescription
- 5.4 Select physician orders pertinent to the pharmacy



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5. Prescription Processing cont.

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- Identify the "rights" for processing a prescription order or physician order
- 5.6 Differentiate between medication packaging systems
- 5.7 Generate prescription labels
- Calculate anticipated drug usage for a prescribed period 5.8
- Prepare oral, topical, otic, ophthalmic, intranasal, rectal and vaginal medications for dispensing
- 5.10 Prepare solid dosage medications for dispensing into bottles
- 5.11 Prepare solid dosage medications for dispensing into unit dose packaging
- 5.12 Prepare liquid dosage medications for dispensing into bottles
- 5.13 Prepare liquid dosage medications for dispensing into unit dose packaging

6. Maintaining the Pharmacy

- 6.1 Straighten and clean shelves
- Identify proper disposal of expired drugs 6.2
- Set up and maintain retail displays 6.3
- List the environmental considerations required in the storage 6.4 of drugs
- Store drugs properly 6.5
- Maintain pharmacy stock 6.6
- 6.7 State the information that must be included in a pharmacy purchase order
- 6.8 Receive an order of medication
- 6.9 Inventory and restock floor medications
- 6.10 Calculate an inventory turnover rate. State the desired rate of turnover

7. Business Operations

- State the primary goal of a pharmacy quality assurance 7.1 program
- Operate common pharmacy equipment: 7.2
 - a. computers
 - b. fax machines
 - c. telephone systems
 - d. cash register
- Identify the role of the technician and the pharmacist in 7.3 using computer systems
- Calculate co-payment amount for a prescription 7.4
- Calculate co-insurance amount for a prescription 7.5
- Process cash sales 7.6
- 7.7 Process credit sales

7. Business Operations, cont.

- Process in-store credit sales
- File chronologically
- 7.10 Compare and contrast various billing systems in the
- 7.11 Use the pharmacy billing system to bill patients and thirdparty payers
- 7.12 Identify various health care insurance plans
- 7.13 Process insurance claims
- 7.14 Use insurance coding systems